DHR **Department of Human Resources** **311 West Saratoga Street** **Baltimore MD 21201**	**FIA ACTION TRANSMITTAL**
Control Number: 13-11	**Effective Date: Immediately Upon Receipt**
	Issuance Date: April 5, 2013

TO: **DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES**
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: **ROSEMARY MALONE, EXECUTIVE DIRECTOR**

RE: **ONLINE WORK READINESS ASSESSMENT (OWRA)**

PROGRAM AFFECTED: **TEMPORARY CASH ASSISTANCE (TCA)**

ORIGINATING OFFICE: **OFFICE OF SPECIAL PROJECTS**

SUMMARY:

The Online Work Readiness Assessment (OWRA) tool is a set of web-enabled
forms and supporting databases that help TCA staff develop plans to assist
customers in securing employment and meeting program requirements in ways
tailored to the strengths of the individual customer. **All LDSS offices must use
the OWRA tool to assist customers and use the data generated by OWRA
to help justify future funding needs.**

ACTION REQUIRED:

- Implementation of OWRA in the local Department of Social Services (LDSS):
    - The LDSS must include using the OWRA in their LDSS Standard
      Operation Procedures (SOP).
    - Within two weeks of training, begin using OWRA to assess TCA
      customers for appropriate work activities.

- Keep the following in mind:
    - Each local department has partners within their jurisdiction to assist in the
      completion of the OWRA.
    - Use the skills of these partners, such as Substance Abuse Counselors,
      vendors, Service Workers, and Mental Health Specialists, to complete the
      OWRA in the manner that is most appropriate for the LDSS.
    - Customize local department processes and existing resources to complete
      the OWRA assessment timely.

OWRA ACCESS:

- WORKS Data Managers can provide OWRA access to any staff or vendor assigned to their LDSS.
- Access the OWRA through WORKS without additional logon requirements.

ACTION DUE: Immediately

INQUIRIES: Direct WORKS and OWRA procedures inquiries to Faith Freeman at a (410)767-7696 or Faith.Freeman@maryland.gov. Direct TCA policy inquiries to Mary Ellen Scalley at 410-767-7953 or Mary.Scalley@maryland.gov.

cc: DHR Executive Staff
        FIA Management Staff
        OTHS Help Desk